

WELCOME TO MEMPHIS MENTAL HEALTH INSTITUTE

PATIENT HANDBOOK

Lisa Daniel, Chief Executive Officer
951 Court Avenue
Memphis, TN 38103
901-577-1800

MISSION

Memphis Mental Health's mission is to provide a therapeutic environment centered on compassion and quality care for each individual we serve.

VISION

Memphis Mental Health will be recognized for providing person centered psychiatric care in a therapeutic, supportive and compassionate environment.

SECLUSION AND RESTRAINT

Our goal is to protect the safety and well-being of all patients. After using least restrictive measures fail, seclusion and/or restraint interventions may be used. This is to protect you, other peers, and staff from injury.

PATIENT'S RIGHTS

- Right to respectful care
- Right to privacy
- Right to confidentiality
- Right to be treated without discrimination
- Right to informed consent
- Right to make advance directives (living will)
- Right to see your medical records
- Right to take part in discharge planning
- Right to file complaints
- Right to talk with the Patient Advocate

TREATMENT TEAM

Each patient has a treatment team. It is composed of your Doctor, Nurse, Adjunctive Therapist, Social Worker, Treatment Team Coordinator and Psychiatric Technician. It is your right to participate in your Treatment. MMHI encourages all patients and their families to report concerns related to care treatment, services and patient safety issues to members of their treatment team, unit staff, Patient Rights Advocate or Facility Investigator.

PROGRAM DIRECTORS

Admission	Charles Taylor
3S & 3N	Carla Gool
The Treatment Mall	Ellouise Warr

PHYSICIANS

Dr. Taylor Williams, Clinical Director
3 South Dr. Wesley Pitts & Dr. Cynthia McIntosh
3 North Dr. Austin Osborn

NURSE EXECUTIVES

Lori Minor, Nurse Executive (NE)
Ron Bourne, Assistant (NE)

NURSE MANAGERS

3 South Felicia Irby-Townsend
3 North Rashere Maclin

SOCIAL WORKERS

3 South Jennifer Newson, Carol Bass &
Eunice Wesson
3 North Lois Boyd & Flora Black
Forensic Timothy Hegarty
PSR Peggy Debaun & Patricia Pearce

TITLE VI EQUAL OPPORTUNITY IS THE LAW DISCRIMINATION IS PROHIBITED NOT ALLOWED:

- Denial of services because of race, color, or National origin
- Different standards for same type of services
- Segregation for non-medical reasons
- Segregation solely based on race, color, or national Origin
- Refusing to grant equal privileges to patients
- Impairing human dignity by manner of address or treatment
- Failing to make allowances for language or education

ROOM ASSIGNMENTS, HYGIENE AND SUPPLIES, WASHER AND DRYER

Room assignments are made without regard to race or religion. Floors are co-ed, but rooms are divided between male and female rooms. Each Unit is licensed for a certain number of beds. MMHI provides soap, tooth brushes, toothpaste, shampoo, mouth wash, sheets, combs, and shower shoes. Shaving is supervised at certain times. A washer and dryer are provided on each unit. Washing supplies are also provided.

DAILY SCHEDULE

Your daily schedule will be posted by your Program Director.

All patients will attend groups on the learning center from 12:15 p.m. - 2:40 p. m. and on the units from 5:00 p.m. – 5:45 p.m.

SMOKING

As of **July 1, 2007** Memphis Mental Health is a non-smoking facility for both staff and patients.

MEALS

Breakfast, lunch, dinner, and snacks are provided. Special diets, double portions are by order of the Doctor only. No outside food is allowed.

PHONE RULES

A free patient phone is located on each unit. A ten-minute limit is set for each phone call. Inappropriate behavior on the phone will not be tolerated. No one can make calls during medication, groups, or meals.

PROPERTY STORAGE

- All money is placed in a secure account and will be returned at discharge.
- Patients' personal property is stored in a locked room.
- Ask your Program Director for times it is opened.

TRANSFER NOTIFICATION

If you require medical or psychiatric treatment that this facility is unable to provide, your physician or other members of the treatment team will explain your care needs and which facility can provide appropriate care and arrangements will be made for transfer.

VALUABLES

All valuables are locked in our safe and can only be accessed by your Social Worker. A list of collected items is placed in your chart.

CONTRABAND

None of the following will be allowed on units:

- Cell Phones
- Jewelry
- Money
- Glass
- Lighters
- Matches
- Metal Containers

A complete list of contrabands will be posted on the unit.

VISITORS

- All visitors must check with the switchboard before coming to the unit
- Only two visitors per patients
- No one under 18 years old is permitted to visit
- No purses, lighters, bags, cell phones or food may be taken to the unit
- Visitors must dress appropriately
- Patients have rights to refuse visitors
- All items brought by visitors must be checked at the switchboard
- Visitors who pass contraband **will not** be allowed to make future visits and could be subjected to arrest and prosecution
- Visitors who display inappropriate behavior will be escorted off the unit by Security

VISITING HOURS

Tuesday-Friday 7:30 PM-8:30 PM
Saturday & Sunday 2:00 PM-3:00 PM
HOLIDAYS 2:00 PM-3:00 PM

****No visitor passes will be issued after 8:15 PM Tuesday-Friday & after 2:45 PM weekends & holidays.***

CONTACTS

Patient Rights Advocate

Emma Davis ext. #1857

Facility Investigator

Shoronda Monix ext. #1895

HIPAA PRIVACY OFFICER

Tammy Ali-Carr, ASQM ext. #1808

Adult Protection Services	901-320-7220
Project for Assistance in Transition from Homelessness (PATH)	901-259-1920
Disability Law & Advocacy Center.	901-458-6013
Memphis Union Mission	901-522-8819
TennCare Hotline	800-669-1851
Memphis Housing Authority	901-544-1363
Memphis & Shelby County Health Department	901-222-9000
Alcoholics Anonymous	901-454-1414
Narcotics Anonymous	901-276-5483

Report treatment/safety concerns to:

Office of Licensure

866-344-0858

**PLEASE BE ADVISED THAT THIS FACILITY AND PARKING LOT ARE
BEING MONITORED 24/7 BY VIDEO SURVEILLANCE.**